



Hello,

Welcome to the 73rd edition of our 211 newsletter, where we share information on 211 services and benefits, funding updates, and opportunities for you to become an advocate for 211.

211 Is Here for You

The holidays can be a stressful time for many people. If you or a loved one is struggling, please know you're not alone. Our 211 helpline is here for you and accessible 24/7.

Whether you're seeking help with rent and utility assistance, food, mental health or other health and human services, call **211** or text your zip code to **898-211** to connect with a highly trained, caring person who can help guide you to available resources. 211 has English and Spanish-speaking support and interpretation to more than 150 languages.

Get free, confidential support from a caring expert through 211.

Note: During the holiday season, our 211 helpline is experiencing a higher volume of calls and texts than normal, and we appreciate your patience.



Caller Story

Jean, a single senior woman, reached out to 211 asking for “any type of assistance.” The 211 expert navigator conducted an assessment and learned Jean needed help with her water bill and mortgage payment. Prior to calling 211, Jean had asked a few agencies for help but they were not able to help her.

Jean went on to explain that her bills were more than the social security check she receives every month, and her mortgage payments fluctuate monthly and had been increasing since the beginning of the year. Jean sounded discouraged and worried about her inability to pay her bills and stay in her home. 211 provided Jean with a list of resources and asked if we could follow up with her. She agreed to a follow-up call.

When asked if Jean had any feedback about the 211 service, she answered “It was fantastic! I was so amazed. I’m glad to have programs like this. They really help you out.”



United is the Way to a stronger, resilient community

Since its launch in 2019, our [211 helpline](#) has connected more than 350,000 people in Lake County to life-changing resources. Our team of compassionate, highly trained navigators are available to help our community access the best local resources and services to address any need, regardless of the time of day or the language they speak.

211 has transformed how our community members get connected to essential resources and supports agencies in their ability to more effectively and efficiently deliver care. Hear from local leaders about how 211 is dramatically improving access to health and human services in Lake County.



Will you please join us in being part of this transformational change?

We can't do it without the support of our community. United is the Way to a stronger, resilient community.

[Donate Today](#)

Attention Service Providers

Reminder to 211 service providers to add newly funded programs, program updates, and any contact information changes to ensure accurate referrals and help address community needs. Please send an email to 211LakeCounty@icfs.org.

If you know of an organization that should be added to the 211 database, please share with them the process to request to have their organization, programs, and services added to the 211 resource database. They need to complete the 211 Service Provider Application Form available on the 211LakeCounty.org website.

If you're offering holiday food baskets or meals, turkeys, winter clothing, or toys and gifts for families in need, please be sure to submit information (including flyers in English and Spanish) to 211 by sending an email with details to 211LakeCounty@uwlakeco.org.

Supporter Spotlight



"Partnering with 211 allows us to extend our mission of helping everyone be their best by providing access to critical services, from housing assistance to behavioral health support.

Together, we're making a tangible difference in the lives of those we serve."
- Endeavor Health

Our Community of 211 Donors

Thank you to our community partners and many individuals for their generous financial support to help us sustain 211 for Lake County. [View our list of funding partners.](#)

How can you help?

1. Share this email and encourage your network to [opt in to 211 communications](#).
2. [Help sustain 211 with an online donation.](#)
3. Follow United Way of Lake County on social media to receive timelier 211 updates.

Best regards,

United Way of Lake County's 211 team

Welcome New Subscribers

A big welcome to our new subscribers this month!
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